Lean Government Program Course: Lean Toolbox

Course Description: This course will provide an introduction to commonly used tools in Lean and other continuous improvement projects and processes.

Course Objectives:

- Understand Lean as it relates to continuous improvement
- Know how to select a project
- Learn about the DMAIC gates in Lean
- Be able to create a problem statement and SIPOC diagram
- Be able to obtain the voice of the customer (VOC)
- Learn how to map a process
- Understand collecting and displaying data
- Be able to perform root cause analysis
- Have the ability to identify potential solutions

Tools You Will Learn:

- Impact/Effort matrix or PICK/PACE chart
- Problem statements
- SIPOC
- Voice of the Customer
- Surveys
- Process Mapping
- Run charts
- Pareto charts
- 5 Whys
- Fishbone diagrams
- Brainstorming

Length: 4 hours

Instructor: LGP Team Member

Who Should Attend? Any State of Wisconsin employee

Course Fee: Free